

NHCL

Naval Hospital Camp Lejeune

Scuttlebutt



Special Care Nursery Opens

Caring for babies 32 weeks and older

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Command Climate Improves, New Issues



Capt. David A. Lane
Medical Corps
Commanding Officer

Thank you to the more than 1,200 active duty and civilian Sailors who completed the command climate survey. With slightly less than 52% of our total workforce participating, we're assured we have statistically valid results. We received an automated report in July summarizing the findings and listing your verbatim responses to our open-ended questions about what you like and don't like about working at Naval Hospital Camp Lejeune.

In a nutshell, the report suggests we have a command that is generally free from workplace discrimination of all kinds, and your responses in areas such as "perceptions of discrimination," "sexual assault prevention," and "the complaint process" indicate our human resource programs are generally solid across the board. This is not to say we don't have areas that need improvement. We do. But the majority of our workforce feels safe on the job and free from discrimination or harassment, and we have accessible and trusted processes for reporting grievances in the rare cases when someone feels otherwise.

Our Command Assessment Team (CAT) began the work of drilling down into the report and synthesizing your comments to get a better handle on the issues, concerns, and best practices you identified. We can all help the team by actively joining the assessment process, including participating in relevant focus groups. In a few weeks, the CAT will brief our Board of Directors about its appraisal, and together we'll develop action plans for sustaining and enhancing the good things we're doing and remedying the problem areas. You weren't shy about telling us what you like and dislike, and we had pages and pages of comments; more than four times as many as last year. And almost absent this year was the response, "No comment. It won't do any good." Or, "I don't want my supervisor to find out what I write." This suggests that leaders at all levels have earned your trust and confidence – one of the most important measures of good leadership. Of particular note, were all the positive comments about improvements to the afternoon/evening outbound traffic, information flow and communication within the command, morale matters, and even schisms between

the active duty, federal civil service, and contracted staff – the big four items of concern from last year's survey.

At first blush, I was pleased to see the generally positive command climate, especially in the face of sequestration, civil service furloughs, and contractor turnover. It shows your profound understanding of and appreciation for the system in which we work with respect to things we can control and things we can't. I was also pleased that most of you have an obvious degree of pride and ownership in making NHCL "the medical center of choice" both for beneficiaries and for staff by focusing on quality, putting the needs of our patients first, taking care of each other, and seizing opportunities to improve.

So, what jumps out to me as NHCL's big issues at this point in 2013? Keep in mind that interpreting the comments section is a little bit like "Goldilocks and the Three Bears." By that I mean, some of you wrote to say the porridge is too hot, while others think it's too cold. The top issues this year, in no particular order, are (1) simplify timekeeping, (2) too much online training, (3) the desire for more information about supervising civilian staff coupled with the perceived lack of educational and career development opportunities for civilians, (4) uniform matters for active duty, and (5) the desire for more morale and team-building events.

Simplify timekeeping. This is a complex matter, to be sure, and some of the arcane rules are out of our control. However, I've asked the XO to organize a tiger team to work on making our processes

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scut·tle·butt

n.

1. Slang for spoken communication; through the grapevine

2. Nautical

a. A drinking fountain on a ship; gathering place

b. A forum for NHCL staff and beneficiaries to get 'insider info'

Commanding Officer, NHCL

Capt. David A. Lane

Editor-In-Chief

Raymond Applewhite

Managing & Layout Editor

Anna Hancock

Graphic Designer

Kelly Pursel

Contributing Writer

Mass Communication Specialist 2nd Class A.J. Jones

ON THE COVER: Sgt. Ryan Archer introduces his son Brody to his newborn sister EllaMae July 26 in Naval Hospital Camp Lejeune's Special Care Nursery. EllaMae, born at 34 weeks, is one of NHCL's first newborn patients in the newly opened SCN.

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NHCL Receives Surgeon General Award

By Lt. Cmdr. Crystal Dailey
Preventive Medicine Department

Naval Hospital Camp Lejeune (NHCL) was awarded the 2012 Blue-H Navy Surgeon General's (SG) Health Promotion and Wellness Award Gold Star level by the Navy Surgeon General, June 14.

The annual worldwide award, managed by the Navy and Marine Corps Public Health Center (NMCPHC), recognizes and rewards commands in the promotion of health and wellness in the Navy and Marine Corps through wellness topics such as health policy and risk assessment, alcohol abuse prevention, injury prevention, nutrition, physical activity, psychological health, sexual health, tobacco cessation and weight management.

"There are three categories for award recipients: Fleet, Medical and Semper Fit Centers," said Jim Askins, head of the Health Promotion and Wellness Department. "The Medical category is for active duty Medical Treatment Facilities (MTFs), which recognizes excellence in clinical primary prevention, community health promotion and medical staff health."

Over 271 fleet, medical and Semper Fit organizations were recognized in 2012, up 10.6% from 2011, indicating an increase in the Navy awareness of the Blue H Award.

The Blue H award presented to NHCL was the Gold Star level with an overall score of 85%.

Every organization that applies receives at least the Bronze Anchor. The Silver Eagle is earned by scoring at least 50% of available points in every judged category and at least 50% of overall available points. To earn the prestigious Gold Star level, in addition to achieving at least 50 percent in every category,



commands also achieve at least 80 percent of the total available points.

"Winning the Blue H Award Gold Star level was a concerted command effort, which is a shining example of this command's commitment in providing a comprehensive health promotion and wellness program for all NHCL staff members, military beneficiaries, and other commands in the greater Camp Lejeune area," said Askins.

"The Marines, Sailors, Department of Defense civilians, and their family members that participate in our health and wellness programs are the ultimate winners," Askins said. "Our Skipper reminds us that our people are our most essential asset, and we must invest in their safety, fitness and the Sailor's readiness."

The NHCL Health Promotion and Wellness team and Naval Hospital staff are building on the successful blocks of 2012 to ensure another stellar performance for 2013.

"The goals for this year are to deliver even better health promotion products to our customers and to improve our community outreach programs. There is a high demand for our services, and we are committed to improving and promoting healthy lifestyles through health awareness, education and intervention," said Askins.

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as user friendly as they can be while remaining compliant with Navy and BUMED requirements.

Too much online training. I couldn't agree with you more, and the sad part is much of it gets a check in the block for compliance, but does little to improve our fund of knowledge. We have little say about what training is required, and DoD has been guilty of constantly adding new training requirements without taking any old ones off the list. That said, we're going to take a hard look at innovative ways of presenting the material, and (this is key) ensuring we get credit for it. More to follow...

Supervising civilians and providing them with educational and career development opportunities. Again, spot on. We absolutely need to better understand the rules and programs that govern 50% of our workforce. Similarly, we want our Federal Civil Service employees to reap the career benefits of their personnel system, including opportunities for education, training, and leadership.

Uniform matters. Some of our active duty Sailors report having to bring three different uniforms to work when they have duty. Others have asked to be able to roll the sleeves up of their NWUs during the summer months. I've asked the CMC to look into these issues, consult with a broad group of representatives from across the command and base, and make recommendations to me within 45 days.

Morale and team-building events. We're on it. You can help us get a jump start here by actively participating in groups such as the Wardroom (now open to GS-11 and above), the Chiefs Mess (if eligible), the First Class Petty Officers Association, the Junior Enlisted Association, the Coalition of Sailors Against Destructive Decisions (CSADD), and, of course, the Recreation Committee. We'll be opening a Ship's Store soon that will sell NHCL logo wear and spirit items to help with fundraising.

I'll close for now by reiterating my sincere appreciation for the feedback you provided in this year's command climate survey. Thanks also for what each of you do every day to make NHCL a better place for everyone who passes through its doors.

NHCL Opens First SCN in



U.S. Navy photo by Hospital Corpsman Brittany Mitchell

Capt. David Lane, Naval Hospital Camp Lejeune commanding officer, Lt. Michelle McKenna, Cmdr. Cynthia Schultz, Special Care Nursery medical director, and Lt.j.g. Scott D. Sobieralski, Civil Engineer Corps, cut the ribbon for the official opening of the new special care nursery at NHCL July 2.



U.S. Navy photo by Mass Communication Specialist 2nd Class A.J. Jones

Naval Hospital Camp Lejeune Special Care Nursery staff members Lisa Endler (left back), Angela Paschal, Kenisha Wright, Lupe Drafz (front left), Amy Hurst and Lt. Michelle McKenna, division officer, pose for a photo July 26.

n 30 Years Navy History

By Mass Communication Specialist 2nd Class A.J. Jones
Public Affairs Office



U.S. Navy photo by Mass Communication Specialist 2nd Class A.J. Jones

Sgt. Ryan Archer and his son Brody look at the family's newest addition EllaMae Archer, in the new Special Care Nursery at Naval Hospital Camp Lejeune, July 26.

Naval Hospital Camp Lejeune (NHCL) held a ribbon cutting ceremony to mark the official opening of the hospital's new Special Care Nursery (SCN), July 2.

The SCN has nine private family rooms to foster patient- and family-centered care. This is a marked improvement from the eight bed basic care nursery that NHCL once had. Before the opening of the SCN, infants that were born prematurely often had to be transferred over an hour and a half away to either Wilmington, N.C. or Greenville, N.C. to receive the care they needed.

"Our goal is to deliver and take care of more pre-term babies and sick babies," said Cmdr. Cynthia Schultz (Dr.), NHCL's first Neonatologist. "By opening the facility and providing an increased level of care for sick newborns, we are able to capture those patients, keep them here and keep the families together."

The SCN is classified as a Level II Special Care Nursery. Over time the command plans to augment staff, enabling NHCL to take care of infants that are born as early as 32 weeks, according to Schultz.

"It's been over 30 years since a newly dedicated Special Care Nursery or Neonatal Intensive Care Unit has been established in the United States Navy," said Cmdr. Robert Englert (Dr.), Neonatal Specialty Leader for Navy Medicine. "Historically NICUs (Neonatal Intensive Care Units) or Special Care Nurseries are reserved for the large medical centers and large training centers. Well, Camp Lejeune actually surpasses at least one of those hospitals

annually with deliveries, and ranks in the top five in the Department of Defense for annual deliveries, often delivering over 200 babies per month."

"The opening of the new SCN wouldn't have been possible, if not for the help and support from local civilian community hospitals and medical centers," said Capt. David Lane (Dr.), commanding officer of NHCL.

According to Lane, with so many babies being born and limited resources before the opening of the new SCN, NHCL was transporting approximately 50 high risk and premature infants to higher level care facilities in the region. The opening of the SCN will allow NHCL to take care of half of the infants that were previously sent to other hospitals. This means less hardship on the families of these children, because they can now receive the care they need at NHCL.

"The goal is that this is your home, we want to keep the families at their home," said Dr.

Fernando Moya, Director of Neonatology, New Hanover Regional Medical Center and Coastal Carolina Neonatology, the guest speaker for the ribbon cutting ceremony. "You have our

pledge that we are going to work with you to keep babies here."

Capt. Lane and Dr. Moya's hopes for the new SCN fell close to home for the Archer family.

EllaMae Archer was born July 25 at 9:30 p.m. She weighed five pounds, five ounces and was 18.25 inches long. EllaMae was also six weeks premature.

"We were so excited," said Rachel Archer, EllaMae's mother. "We thought we would have to go to Wilmington to have her, and we were scared we'd have to leave her that far away."

The stresses of having a premature baby are bad enough, but when that stress is compounded with not knowing how you'll stay near that baby while it receives any special care that it may need, can be overwhelming.

According to Archer, she and her family have always had great experiences when they've had to visit NHCL. She was concerned about having to visit a new hospital, and not receiving the standard of care she was used to. "The staff [at NHCL] is awesome," said Archer. "They always answer any questions we have right away."

For now, Archer says that EllaMae will just have to take it step-by-step, but she has the utmost confidence in the staff of the new SCN.

"The neonatologist came in and spoke with us," said Archer. "He was friendly and keeps us informed into EllaMae's care. I could tell they are definitely dedicated to what they do."

HOSPITAL ROUNDS

100% of Lejeune CNA Students Certified

Leadership Subcommittee of Nursing Staff (LCONS) is proud to announce that 100% of the nine Lejeune High School Certified Nursing Assistant (CNA) students trained by Naval Hospital Camp Lejeune nurses passed their state exams! We would like to extend a special thank you to all nurses who donated their Saturday mornings to these students, helping them to fine-tune their clinical skills and build confidence! We are excited to keep up this rewarding and effective partnership throughout the school year. For those interested in volunteering in the future, please keep an eye out for more opportunities in the coming months.

TRICARE Online has improved! Did you know you can now quickly and easily request prescription refills using TRICARE Online Blue Button Medications profile? This capability is extremely helpful because it eliminates the need to search for prescription bottles or calling the pharmacy to request the prescription information.

To view prescription number(s) and/or other medication data, patients should:

- Log in to TOL at www.tricareonline.com
- Click on the Blue Button icon or hyperlink
- Review data located in the "Medications" profile; the prescription number(s) will appear in the "Rx Number" column

To request prescription refills, via the Blue Button Medications profile, patients should:

- Click the "Refill" checkbox located to the left of the "Rx Number" of all medications available for refill at the beneficiary's military hospital or clinic
- Click "Refill checked prescriptions" hyperlink located at bottom center of Medications profile
- Review auto populated Rx numbers to ensure all requested refills have auto populated correctly
- Choose a desired military hospital or clinic pharmacy location from the "Select a Pharmacy" drop down menu
- Click "Submit" button

It's that easy! The patient can go to his or her military hospital or clinic pharmacy to pick up requested prescriptions.



Pardon our renovations as we improve Naval Hospital Camp Lejeune

Quality means that you progress by always setting the standards higher and then continuously strive to achieve them. Improvement relevant to achieve these higher standards must be updated to reflect this result. Therefore, Naval Hospital is being updated with improvements to better serve you!

We apologize for the Inconvenience.

Effective **22 July, 2013**, the wings of the first and second floor will be temporarily closed so that we can perform the next phase of our ongoing hospital construction and renovation project.

Several Clinics will be affected; however our efforts to provide superb quality care will not be diminished in any way. Please check below for the new clinic locations and clinic numbers to call for an appointment or more information.

- 450-4740 Dental Clinic moved to **Naval Dental Center Clinics**
- 450-4720 ENT Clinic moved to **2nd Floor New Outpatient Wing**
- 450-4730 Eye Clinic moved to **2nd Floor New Outpatient Wing**
- 450-4357 Family Medicine Clinic moved to **1st Floor New Outpatient Wing**
- 450-4648 Immunizations Clinic moved to **1st Floor New Outpatient Wing**
- 450-4702 Mental Health Clinic moved to **Bldg NH-177**
- 450-4561 OB/GYN Clinic moved to **1st Floor New Outpatient Wing**
- 450-4820 Orthopedic Clinic moved to **1st Floor New Outpatient Wing**
- 450-4750 Physical /Chiropractic Therapy moved to **1st Floor New Outpatient Wing**
- 450-3609 Podiatry Clinic moved to **1st Floor New Outpatient Wing**
- 450-4760 Surgery Clinic moved to **2nd Floor New Outpatient Wing**

Signs are posted in several locations throughout the hospital informing the hospital staff, patients and visitors about the new clinic locations. Information about the hospital construction can be found on the hospital website at www.med.navy.mil/sites/nhcl and www.facebook.com/nhclejeune.

The hospital parking lot shuttle is available Monday through Friday between the hours of 7:00 a.m. and 4:30 p.m. call 451-3079 to arrange for concierge shuttle service from your vehicle in the staff or patient parking lot. The shuttle service is also available to return you to your vehicle after you have conducted your business at the hospital.

Pardon our renovations as we improve Naval Hospital Camp Lejeune

Corpsman Ball Golf Tournament

Support the Navy Ball Committee and help raise funds for their 238th birthday celebration! Tournament held on August 16 at 11:00 a.m. Register by August 15. Prizes for winning team. For more information, call one of the contacts below.

Hospital Corpsman 2nd Class Jerrold Warren: 466-0441
Hospital Corpsman 2nd Class Pamela Espinal: 466-5774
Hospitalman Francisco Mendoza: 466-0400

Patients Seen in June – 42,018; Appointment No Shows in June – 3,482

In June we had an 8.75 percent no show rate. We need your help in changing this trend by keeping scheduled appointments or by canceling in enough time for someone else to use the slot.

To schedule or cancel an appointment call – (910) 450-HELP (4357)

You can also cancel appointments via TRICARE Online (TOL) – www.tricareonline.com

NHCL Staff Connected in Mission and Kinship

By Anna Hancock
Deputy Public Affairs Officer

For one Naval Hospital Camp Lejeune hospital corpsman, there is a personal connection to serve Navy Medicine that goes beyond graduating “A” school, or her dedication to caring for Marines, Sailors and their family members. Hospital Corpsman 2nd Class Ashley Reaves was born at NHCL more than 20 years ago and earlier this year, she welcomed her third child into the world on NHCL’s labor and delivery ward.

“I’ve had all three of my children here. I was stationed here from June 2006 to July 2009 before I went to a ship in Japan,” said Reaves. “I requested orders back here in Oct. 2010. It’s not a bad place to live if you have families and children and the construction changes to the hospital are extraordinary. And I believe in the quality of the patient care enough to have had all three of my kids here.”

In the approximate six years spent stationed at NHCL, Reaves received a broad spectrum of training in health care and health care business. She started in the Referral Management Department then moved to the Labor and Delivery ward, then to the Internal Medicine Clinic and now the Sports Medicine Clinic. Experience that is also in line with her ultimate career goals.

“I joined the Navy a year after graduating high school and traveling abroad. I missed the military life in between my father retiring and me coming in. I missed the common courtesies, the respect and the structure,” explained Reaves. “Plus, I’ve always wanted to be an L&D nurse and ultimately, I want to be a midwife. I received great experience for that here.”

Like Reaves, more than 40 staff members working at the naval hospital are connected to the hospital through their dedication to the mission and through kinship. Brothers and sisters, husbands and wives, or even in-laws, when one family member chose NHCL, the other followed suit.

“I would talk to my sister 'Lolo' [Lauren] all the time about joining the Navy,” explained the Deputy Director for Administration Lt. Cmdr. Justin Logan. “I thought the Navy, and NHCL in particular, was a good place for her to get experience in patient care, and in health care business.”

Logan noted how his sister has a Master’s in Nursing and Master’s in Business Administration. He joked about how it wasn’t until after he stopped talking to her about the Navy that she researched Officer Candidate School and became open to his advice.

“Shortly after I arrived to NHCL [from 2nd Medical Battalion], my sister joined the Navy and told me orders to the hospital were available. I told her to take them, and she did,” said Logan. “I knew she’d get great experience here and the command would greatly benefit from her qualifications.”

For brother Logan, career experience, mentorship and leadership were amongst his top reasons for choosing NHCL.



U.S. Navy photo by Hospitalman Matthew Heefner
Hospital Corpsman 2nd Class Ashley Reaves, Sports Medicine Department, her three children and mother pose for a photo holding baby onesies that state “I was born at NHCL.” Reaves, currently on her second Navy tour to NHCL, and her three children were born at the Naval Hospital.

“After learning how to set up surgical companies in the field, I wanted to learn how to take care of Marines and Sailors in garrison, and gain the skills and experience necessary to become a director for administration in a health care facility. I really wanted to learn that from Cmdr. [Matthew] Case and he was here at NHCL,” said Logan. “He is one of the best officers in the field and I was lucky that I could choose him to be my mentor and that I got stationed here.”

While doing rounds around the hospital, NHCL’s Commanding Officer Capt. David A. Lane learned of how many family members work at NHCL. Lane believes the family connections are a testament to the command’s vision – to be the medical center of choice.

“We usually think being the medical center of choice means patients choose to come to us for health care, but it also means we want to be the choice for people – medical professionals – to work,” said Lane. “Knowing that people think our command is a great family place to work and that they recommend our hospital to their family members exemplifies how we follow our guiding principles of ‘Mission first, people always.’”

Since the publication of this article, Lt. Cmdr. Justin Logan received orders to USNS Mercy as the Director for Administration.

Are you and your spouse, brother, sister or family member connected to NHCL through mission and kinship? Would you like to be featured in a future edition of SB? We’d like to hear your story! Email nhclpao@med.navy.mil with details and contact information.

Ten Platelet Donations and Counting

By Wendy Bender
Blood Donor Center

In December 2010, the Naval Hospital Camp Lejeune (NHCL) implemented a new platelet donation program. Since its inception, boosting donor participation has been a bit of challenge for the blood donor center staff. The need for a robust platelet donor pool is even greater so the blood donor center has added platelet donation appointments on Fridays.

Since platelets only have a five day shelf life, it's important to make sure that every appointment is filled. This means that the blood donor center will rely heavily on its repeat donors, like Petty Officer 3rd Class Bryan Huffer, a hospital corpsman.

"I do what I can to try and help people," Huffer said. "If someone needs platelets, I'm there to donate."

Huffer works in the main laboratory at the Naval Hospital Camp Lejeune and knows all too well the importance of platelet and whole blood donations to the Armed Services Blood Program (ASBP). He regularly schedules himself for platelet donation every two weeks. Huffer already has 10 platelet donations under his belt, but he isn't stopping there.

Always willing to donate, Huffer heavily supports the NHCL's Blood Donor Center's platelet program and the ASBP.

"[The ASBP] is a great program," Huffer said. "They supply us blood to save our troops and patients lives."

Huffer has had a great impact not only on the platelet program but on the blood donor center staff as well, including Lead Apheresis Technician Stephanie Howard.

"HM3 Huffer makes the extra effort to be a hero. His dedication to the platelet program makes a positive difference in our mission to provide superior health care," Howard said. "He exemplifies a commitment to serving our military community by donating on a repeat basis with getting in return only the knowledge that he could help save a life. We appreciate his generosity and wonderful spirit and he is an inspiration to all of us."

The blood donor center staff commends all of the repeat platelet donors for their efforts. With the expanding needs of the hospital and to ensure that platelets are readily available, it is nice to know



Courtesy photo

Petty Officer 3rd Class Bryan Huffer, a corpsman at Naval Hospital Camp Lejeune (NHCL), regularly donates platelets as part of the NHCL's Blood Donor Center's platelet program.

that donors like Huffer are ready and willing to go above and beyond to help a patient in need. With donors like them, the Naval Hospital Camp Lejeune's platelet donation program is sure to grow and thrive.

To find out more about the Armed Services Blood Program or to schedule an appointment, visit www.militaryblood.dod.mil. To interact directly with staff, see more photos or to get the latest news, visit www.facebook.com/militaryblood, www.flickr.com/militaryblood and www.twitter.com/militaryblood.

Workplace Safety Month; Tips and Tricks

During the 2012 fiscal year, there were 81,764 injuries identified in inpatient and outpatient records. Injuries can be significantly reduced if you use proper techniques when lifting heavy objects or sitting for long periods of time. When lifting heavy objects never assume the object's weight solely based on the size. Test the load for weight, make sure the weight is balanced and then proceed to lift with your legs. Never use your back, twist, or hold the object far from your body. Injuries can occur without any heavy lifting involved and are just as concerning which is why it is important to evaluate your sitting position. To avoid straining your back and neck, make sure your workspace fits your body. Feet should rest flat on the floor; your monitor should be an arm's length away and aligned with your eyes, and your body should never have to twist.

These health and wellness tips are brought to you by April Storey of NHCL's Health Promotion and Wellness Department. For more information, call 451-3712.